

What if my LabQuest is acting up?

Here are a few tips if your LabQuest begins to behave strangely. Start with number one.

1. Calibrate the screen
Home menu / Control Panel / Calibrate Screen
2. Close the LabQuest application and reopen it
File / Quit
Home menu / LabQuest App
3. Power down the unit, wait a few seconds and repower it back up
4. Reboot the unit
Home menu / Control Panel / Reboot
5. Perform a Hard Reset
There is a small recessed button ("hole") on the back of the unit (at the top right, near where the stylus is stored). Use the stylus to press and hold this button for several seconds. The unit will power down and then restart. This may take several minutes. The Hard Reset should be the last thing that you try.
6. Call Vernier
1 888 837-6437

Occasionally the touch screen will not respond to the stylus and it will not be possible to navigate to the Calibrate Screen command. It is possible to use the buttons on the front of the unit to get to the Calibrate Screen option and proceed from there.

Do not attempt to run the LabQuest Emulator program and Logger Pro at the same time and do not allow the computer to go to sleep while running the LabQuest Emulator.